

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Edward J. Coad

Application No.: 10/814,954

Filed: March 31, 2004

For: Automated Customer Exchange

Examiner: Siegfried E. Chencinski

Art Unit: 3691

Confirmation No: 7234

Attny. Docket No. 14846-24

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action in the above-referenced application, applicant submits the following.

Amendments to the claims begin on page 2.

Remarks begin on page 5.